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Bib Data Sheet

CONFIRMATION NO. 9140

<b>SERIAL NUMBER</b> 09/821,991	<b>FILING DATE</b> 03/30/2001 <b>RULE</b>	<b>CLASS</b> 713	<b>GROUP ART UNIT</b> 2131	<b>ATTORNEY DOCKET NO.</b> 10013359-1	
<b>APPLICANTS</b> Gayle E. Assetto, Fort Collins, CO; Karen L. Middleton, Fort Collins, CO; Barton W. Gordon, Fort Collins, CO; Jeromey James Gaudreall, Loveland, CO;					
<b>** CONTINUING DATA *****</b>					
<b>** FOREIGN APPLICATIONS *****</b>					
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 05/08/2001</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged _____ Examiner's Signature Initials		<b>STATE OR COUNTRY</b> CO	<b>SHEETS DRAWING</b> 8	<b>TOTAL CLAIMS</b> 21	<b>INDEPENDENT CLAIMS</b> 3
<b>ADDRESS</b> HEWLETT-PACKARD COMPANY Intellectual Property Administration P.O. Box 272400 Fort Collins ,CO 80527-2400					
<b>TITLE</b> System and method for efficient processing of service requests					
<b>FILING FEE RECEIVED</b> 858	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		